

Pre-paid Code Customer Experience

4. Once the customer chooses a product, he starts his return and enters his information. But he does not enter the code until he is ready to file (Print and File area)

The screenshot shows the TurboTax Online - Deluxe interface. The top navigation bar includes 'Home', 'Personal Info', 'Federal Taxes', 'State Taxes', 'Wrap-Up', and 'Print & File' (which is circled). Below the navigation bar, there are links for 'File a Return', 'Print/Save for Your Records', 'Audit Support', and 'Check E-File Status'. The main content area is titled 'You're Almost Ready to File' and provides a summary of the TurboTax Online - Deluxe features, including federal tax preparation, extra help and import features, coverage of over 350 deductions and credits, and a 100% accurate calculations guarantee. A 'Details' link is also present.

The screenshot shows the TurboTax Online - Deluxe interface with the 'Enter Your Pre-paid Code' screen. The top navigation bar is the same as the previous screenshot. The main content area is titled 'Enter Your Pre-paid Code' and includes a text box for entering the code, with a label 'Pre-paid Code: (13 digits)' and an arrow pointing to the text box. Below the text box, there are 'Skip' and 'Continue' buttons.

5. At the bottom of the "File a Return" page, there will be a blue link to enter a pre-paid code

The screenshot shows the bottom of the 'File a Return' page. It features a blue link labeled 'Enter it here' next to the text 'Have a pre-paid code?'. Below this link is a 'Back' button.

The customer then enters the 13-digit pre-paid code. One entry will cover both fed and state